Position Description

Position Title	Technology Support Officer
Portfolio	Corporate Services
Division	ICT & Innovation
Department/Cost Centre	05500
Classification	Specialist Staff 3
Position Number/'s	102705
Reporting to	Coordinator - Technology Support
Supervises	NIL

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none.

Our campuses are located throughout the southwest Victoria region, including Warrnambool, Hamilton, Portland, Colac and Sherwood Park with a further delivery site at Glenormiston.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability.

Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:
- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The ICT and Innovation Department leads the information and communications technology (ICT) functions at South West TAFE.

The Department is comprised of the ICT Operations team, the Digital Transformation team and the Student Management System (SMS) team, within the Corporate Services portfolio.

The ICT Operations team maintains and supports the core network infrastructure, cyber security, end user devices, cloud and on-premise software and platforms, audio visual and communications (portable devices, telephones, etc.) that underpin the delivery of training to students; and supports the business objectives of the Institute.

The Digital Transformation team aims to ensure the efficient, effective and economical use of ICT systems and underpinning process across the organisation. Working with stakeholders to understand requirements and process to then leverage the Institutes investment in technology to the fullest. This will be a mixture of enhancing systems already in place and the implementation of new systems into the environment.

The SMS team is responsible for the adoption, development and maintenance of South West TAFEs Student Management System. This includes the development and implementation of new functionality and interfaces that assist with the efficiency of South West TAFE operations, ensuring student data reporting requirements to funding bodies and other various government departments are met.

The role of each team is to work with key internal and external stakeholders to strategically specify, maintain and deliver technologies and services used in the execution of the business objectives and strategic direction of South West TAFE, and to ensure that avenues for support, fault escalation and fault resolution are provided.

Position Overview (Your Opportunity)

Reporting to the Coordinator - Technology Support, the Technology Support Officer provides innovative high-quality support aligned with user needs and goals across multiple locations and technologies. As a first point of contact for user support the Technology Support Officer aims to resolve enquiries on first contact as well as triaging and escalating more complex enquiries.

The Technology Support Officer provides day to day advice to key stakeholders on the best approach in the ICT specialist area. The position is responsible for providing a consistent and reliable first line support for the department.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation,

These accountabilities include but are not limited to:

Your Position

- Provide first contact and first level support / resolution for SWTAFE staff and students for ICT equipment, platforms and systems, and other devices.
- To assist in the day-to-day operation, security, reliability and smooth running of South West TAFE's ICT and digital infrastructure
- Perform duties by managing time and priorities within established timelines in relation to maintaining, installing, servicing computer and computer related software and hardware
- Implement system upgrades, install, integrate, customise, configure and test new systems and hardware, and resolve configuration conflicts and errors.
- Provide general technical assistance and maintenance support on diverse software applications, operating systems and hardware systems to end users.
- Interpret and provide broad-based ICT advice and share knowledge across the Organisation.
- Configure / add new services and applications.
- Train staff and students on ICT instructions and procedures to assist them with future ICT issue resolution.
- ICT Onboard and Offboard staff members within required timeframes.
- Administration duties related to the telephony system.
- Provision new end user devices for staff and student use.
- Contribute in the creation and maintenance of documentation, technical information, installation and configuration details, and end user procedures and instructions
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Your Organisation
- Recognise areas in which guidance and support is required from the Manager and seek appropriate assistance
- Keep up to date with relevant industry information and best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seek to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisation's Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;
- Shows a broad technical knowledge and understanding of contemporary IT practices in a dynamic business environment.
- Have experience in providing ICT and digital device support at a professional level in a Microsoft environment. Demonstrated strong verbal and written communication skills, well developed interpersonal skills including the ability to interact effectively with a diverse range of internal and external stakeholders, including written communications and correspondence.
- Show Initiative, problem solving skills and attention to detail necessary to identify appropriate solutions in support of customer service expectations.
- An aptitude for solving complex technical problems with proven resolutions, and to apply knowledge and creativity in trialling and selecting appropriate solutions while identifying alternatives.
- Proven experience working in a virtualised server environment and on a Windows Server platform with Active Directory.

Qualifications and Requirements

Mandatory requirements
- Relevant degree or Diploma or equivalent relevant experience.
- Lesser formal qualifications and relevant knowledge of the job or experience may be considered
- Employee Victorian Working with Children and satisfactory Police Check
- Relevant work experience in an ICT support role or similar
- Experience in supporting ICT equipment in a network or corporate setting

Highly desirable requirements
- Knowledge or qualification in IT service management practices (e.g. Information Technology Infrastructure Library - ITIL).
- Experience with the setup and support of a broad range of audio-visual equipment

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People & Culture		
Agreed by	Incumbent		